



Vietnam Airlines Joint Stock Company

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PRESS RELEASE

VIETNAM AIRLINES RECOGNISED AS LEADING GLOBAL AIRLINE

WITH SKYTRAX FOUR-STAR RATING

Prized certification marks key developmental milestone for flag carrier after transformative year

London, July 12th 2016 - National flag carrier Vietnam Airlines has been certified as a 4-Star Airline by the international air transport rating organization SKYTRAX – ranking it alongside some of the world’s most reputable airlines, including Air France, British Airways, Emirates, Japan Airlines, Korean Air and Lufthansa... Vietnam Airlines new President and Chief Executive Officer, Mr Duong Tri Thanh, accepted the official certification during the World Airline Awards event at Farnborough International Airshow 2016.

Awarded after objectivity and comprehensive Skytrax evaluation across all customer-facing product and service factors both onboard flights and at the airports, the prestigious 4-Star Airline certification is deserved recognition for the major recent improvements that Vietnam Airlines has made to the quality of its product and service standards. Vietnam Airlines has always endeavored to fulfill the commitment that all of its services are ranked 4-star.

Mr. Edward Plaisted, CEO of Skytrax said *"This 4-Star Airline rating is an excellent achievement for Vietnam Airlines and the result of their hard work across a range of product and service areas. Introducing two brand new aircraft types into the fleet in such a short space of time is a difficult task, but the reward for Vietnam Airlines is a fabulous new product in their core long haul market. We acknowledge the considerable change and improvement they have achieved, with a new service concept rolled out in Business Class and an overhaul of cabin staff training procedures - all which will further strengthen Vietnam Airlines position as a 4-Star Airline."*

Mr. Duong Tri Thanh, President and CEO of Vietnam Airlines said *"I am honoured to accept this highly prestigious accolade on behalf of Vietnam Airlines. This fantastic achievement is testament to the hard work of all of Vietnam Airlines’ dedicated employees, and an important indicator of the excellent progress we are making towards our goal of becoming one of the best-regarded airlines in Asia-Pacific."*

Last year Vietnam Airlines underwent a dramatic transformation with 4-star service upgrade, beginning with a major replacement of its old widebody aircraft fleet by a new-generation jetliners of Airbus A350-900 XWB and Boeing 787-9 Dreamliner that

significantly enhances its product offering, launching its new corporate identity, and focusing on training as well as ensuring both the quantity and quality of pilots, cabin crews and technicians. Vietnam Airlines's customer services, e-commerce and FFP systems are also enhanced with many advanced and convenient features for customers.

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ADDITIONAL INFORMATION:

***About SkyTrax:**

Skytrax, established in 1989, are specialist Research Advisors to the air transport industry, based in London, UK. Skytrax undertake qualitative Product, Service and Passenger audits and research studies for airlines, airline alliances, airports and related air transport suppliers across the globe. Skytrax surveys office are responsible for commissioning and managing the two major annual Passenger Surveys, for the world airline and world airport industry. These are the World Airline Survey and World Airport Survey, which have become established during the last 16 years as leading, independent, global surveys of airline and airport front-line quality performance. Skytrax operate the global Airline and Airport Review online guide, one of the most popular, independent airline review forums and air travel information web sites.

The reputation of the World Airline Awards has been built by Skytrax strict adherence to its founding principles set out when the awards began in 1999. A key directive of the survey is for customers to make their own, personal choices as to which airlines they consider to be the best, underlining the brand as the Passenger's Choice Awards.

SKYTRAX ranks airlines in five categories, from 1-star through the top 5-star designation. Its evaluations are recognized as a global benchmark for airline quality standards.

About Vietnam Airlines:

As the national flag carrier of Vietnam, headquartered in Hanoi, Vietnam Airlines operates 92 routes to 20 domestic and 29 international destinations with average 400 daily flights. The Airlines is operating the young fleet of 87 modern aircraft mainly including new and modern aircraft such as Boeing 787 Dreamliner, Airbus A350-900 XWB, Airbus A330, Airbus A321 and Boeing 777. Vietnam Airlines became official member of SkyTeam Alliance on June 10th, 2010 and also the first representative of the alliance in South East Asia region. www.vietnamairlines.com

Vietnam Airlines® - Reach further